

# **VIRGINIA Relay Service**

## **August, 2002**

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### **Commendations**

**TTY August 1, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 2, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 5, 2002**

The customer commended the CA for his/her intonation.

**Category:** CA/OPR Related

**TTY August 5, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 6, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY August 8, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 10, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice August 14, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 14, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 15, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 15, 2002**

The customer commended the CA for typing background noise.

**Category:** CA/OPR Related

**TTY August 16, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY August 19, 2002**

The customer commended the CA for not interrupting him/her.

**Category:** CA/OPR Related

**Voice August 21, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY August 22, 2002**

The customer commended the CA for being polite.

**Category:** CA/OPR Related

**TTY August 26, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 26, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice August 27, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice August 28, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 30, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice August 31, 2002**

The customer commended the CA for his/her intonation.

**Category:** CA/OPR Related

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## Complaints

**Voice August 1, 2002**

The customer complained the CA was rude and hung up on him/her.

**Category:** CA Hung up on me

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized to the customer, and explained the CA had technical problems.

**Contact Closed:** August 1, 2002

**TTY August 3, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** August 3, 2002

**TTY August 5, 2002**

The customer complained the CA's typing was too fast, and the CA did not wait for him to respond to his answering machine.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer, and set up a Relay Choice Profile for Baudot to slow down the transmission speed.

**Contact Closed:** August 6, 2002

**Voice August 5, 2002**

The customer complained she dialed 711 three times and received no answer from the relay service.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** August 5, 2002

**TTY August 11, 2002**

The customer complained the CA had hung up on him/her.

**Category:** CA Hung up on me

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized to the customer, and assisted her with the call.

**Contact Closed:** August 11, 2002

**TTY August 16, 2002**

The customer complained that the CA did not keep her informed on the progress of her call, and there were long pauses during the conversation.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** August 16, 2002

**Voice August 27, 2002**

The customer complained the CA was rude.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized to the customer and advised we would investigate the complaint.

**Contact Closed:** August 27, 2002

**TTY August 30, 2002**

The customer complained she had problems reaching the relay service by dialing 711.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Thanked the customer for reporting the problem.

**Contact Closed:** August 30, 2002

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## Inquiries/Comments

### **Voice August 1, 2002**

The caller had questions about relay for an individual with speech loss.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and HCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and a product distributor.

**Contact Closed:** August 1, 2002

### **TTY August 1, 2002**

The Hearing-Carry-Over customer asked the CA to repeat his typed message back to him several times before dialing to leave the message.

**Category:** Other

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Complied with the request, and the customer disconnected.

**Contact Closed:** August 1, 2002

### **Voice August 9, 2002**

The caller wanted to verify the information she had on Speech-to-Speech relay.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Provided the caller with the information she requested.

**Contact Closed:** August 12, 2002

### **Voice August 12, 2002**

The caller requested information on where she could get an amplified handset for her mother's telephone.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to a product distributor and the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** August 14, 2002

### **TTY August 15, 2002**

The customer wanted to update his/her profile.

**Category:** Other

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Updated the customer's profile.

**Contact Closed:** August 16, 2002

### **TTY August 16, 2002**

The caller requested information on discounts for TTY and relay users.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the customer to AT&T Accessible Needs.

**Contact Closed:** August 19, 2002

**Voice August 20, 2002**

The caller had questions about services for someone with a speech loss.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained HCO and relay. Also, explained Speech-to-Speech relay and referred the caller to the Virginia Department of the Deaf and Hard of Hearing.

**Contact Closed:** August 20, 2002

**Voice August 22, 2002**

The caller wanted to verify the numbers he had for Virginia Relay.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided the caller with the numbers for Virginia Relay, the Virginia Department of the Deaf and Hard of Hearing, and Relay Customer Service.

**Contact Closed:** August 22, 2002

**Voice August 22, 2002**

The caller needed a TTY for a nursing home.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and a product distributor.

**Contact Closed:** August 27, 2002

**Voice August 23, 2002**

The customer wondered why someone was calling her and leaving the Virginia Relay number as a reach number.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and offered to implement a relay block, but the customer declined. Referred the customer to her LEC for assistance.

**Contact Closed:** August 24, 2002

**Voice August 23, 2002**

The caller wanted to set up a Relay Choice Profile for her grandmother.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Set up a profile for the caller's grandmother.

**Contact Closed:** August 26, 2002

**TTY August 27, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** August 27, 2002

**Voice August 29, 2002**

The caller asked if she could use a CA to testify in court concerning a client's harassing relay call.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Advised the caller due to confidentiality no information is available concerning relay conversations. Referred her to her local law enforcement.

**Contact Closed:** August 29, 2002